M A R I O ▲ D C U N H A

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EXPERIENCE

PRODUCT DESIGNER, INTUIT

Aug 2019 - date | Mountain View, California, USA

Designing first-time-use experiences for upcoming features on Intuit's QUICKBOOKS ONLINE platform, with the goal of increasing new customer subscription to the franchise.

PRODUCT DESIGN INTERN, INTUIT

May 2018 - Aug 2018 | Plano, Texas, USA

Worked on DOCUMENT MANAGEMENT FOR ACCOUNTANTS to help generate faster tax returns (released in Nov 2018) and the ONE INTUIT ACCOUNTANT project to design a seamless experience between Intuit's accounting and tax products that would reduce customer call and training costs and generate faster account setups.

▶ Researched current product experiences, interviewed stakeholders across Intuit and realized customer empathy through storyboarding and journey-mapping.

▶ Drew insights into users' pain with early lo-fi tests, conducted 15+ usability tests with live customers and iterated on solutions, aligning with business goals, to deliberate on shipping decisions.

SOLUTIONS ARCHITECT, AKAMAI

Mar 2013 - Jun 2017 | Bangalore, India

Analyzed websites and developed customized proof of concepts to justify Akamai's product value and improve end-user experience. Customers included sales and engineering teams of mainly Fortune 500 companies from across the globe.

▶ Served as subject-matter-expert for Akamai's ION - maximizing user experiences on web and mobile, and also for IPA IP app accelerator - ensuring high performance availability.

▶ Closely mentored and groomed four new hires into dependable resources within six months and also occasionally trained sales teams from USA, Costa-Rica, Japan, and Bangalore, in web performance and front-end optimization.

SYSTEMS ENGINEER, INFOSYS

Nov 2010 - Dec 2012 | Chennai, India

Worked as a **FinTech** engineer on UI development, automation testing and back-end debugging.

EDUCATION

TEACHING ASSISTANT, THE NEW SCHOOL

Oct 2017 - May 2019 | New York City, USA

Tutoring students majoring in UX Design and Data Visualization on creative coding with JavaScript. Worked as an **instructional designer** to improve online courses for students and faculty of various age groups.

M.F.A. DESIGN AND TECHNOLOGY

Aug 2017 - May 2019 | New York City, USA

Parsons School of Design | GPA 3.92/4.0

B.E. COMPUTER SCIENCE AND ENGINEERING

Aug 2006 – May 2010 | Nitte, India

NMAM Institute of Technology | GPA 3.6/4.0

ACHIEVEMENTS

▶ ZAGRUT won 3rd place with a $20,000 prize among 100+ projects, at the PILOT INNOVATION CHALLENGE, National Association of Broadcasters, USA, Jan 2019.

▶ Awarded for OUTSTANDING CONTRIBUTION towards product benchmarking, client satisfaction and intra-team initiatives, Akamai, Bangalore, 2015.

▶ Reached the Top 30 from 475 ideas at the Global Idea Summit, AKAMAI WIZARDS, 2014.

▶ Secured first rank in the Design Thinking evaluation by THE UX ACADEMY, INFOSYS, 2012, from 300+ participants across Infosys, India, that recognised potential designers.

▶ Created MADEBYMAD - personal graphic design label for tees and other merchandise.

SKILLS

▶ Sketch, Zeplin, Invision
▶ Data Visualization
▶ Adobe Creative Suite
▶ Computational Art
▶ HTML, CSS, JavaScript
▶ Mentoring / Leadership
▶ Basic OO Programming
▶ Storytelling
▶ HTTP / DNS / FEO
▶ Singing